



Case Study

End Point of Sale (EPOS) Upgrade Rollout

For one of Scandinavia's largest technical sports & fashion wear brands



End User Profile: One of Scandinavia's largest technical sports and fashion wear brands with an annual turnover of circa \$154 Million.

Customer Brief: One of our long standing channel partners approached Orion Global to provide an end to end EPOS upgrade solution across multiple retail sites in Norway and Sweden.

Orion Global MS Solution: To ensure the smooth running of this project, our Service Team appointed a designated Project Manager, assisted by a Project Coordinator. Due to the tight time frame of one month for completion, the team scoped out a detailed project implementation plan with our partner and their end user.

Over the course of the project, a total of 23 qualified engineers were dispatched to 40 retail stores in 25 cities across Norway and Sweden, including more remote locations such as, Åre, Bergen, Luleå and Tromsø.

Our engineers carried out the upgrade of a total of 92 EPOS systems, replacing the existing Fujitsu models with new NCR systems. Whilst onsite, the engineers were supported by the Orion Global remote team to ensure a consistently high level of service delivery.

The project was delivered and completed within the deadline of one month and all parties concerned were extremely happy with the professionalism shown by the onsite engineers and the Orion Global Service Team.

Key Facts



EPOS upgrade rollout across 40 retail stores



Services in 25 cities throughout Norway and Sweden



Upgrade of 92 EPOS systems in total



A dedicated & trained team of Project Managers & Service Delivery Coordinators

